

W-01303A-10-0448 ORIGINAL



0000124608

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94566

Date: 4/15/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Janice Last: Clark

Account Name: Janice Clark

Street:

City: Sun City West

State: AZ Zip: 85375

Home:

Work:

CBR:

is:

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2011 APR 18 P 12:51
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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Caller is opposed to any increase in rates. She feels the Commission approves every thing the company asks for. Rates are very high for a single woman who uses very little water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Caller also had concerns about water pressure in the mornings. Advised her to contact the company regarding these issues. Advised her of the PSI required per AAC rules. She indicated morning seems to produce the lowest pressure. She was happy to get her comments on file. We discussed the rate case application process and the steps taken before a decision is reached.

End of Comments

Date Completed: 4/15/2011

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Arizona Corporation Commission
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